



Baylor Scott & White Health

Annual Report of Community Benefits

The Heart Hospital Baylor Denton

2801 South Mayhill Road, Denton, Texas 76208

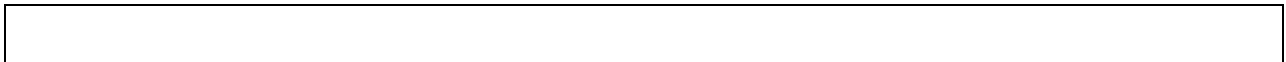
Taxpayer ID # 26-3603862

For the Fiscal Year Ended June 30, 2016



Joint ownership with physicians

Part of  **BaylorScott&White** HEALTH



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June 30, 2016

Dear Fellow Texan:

Among the many organizations, strategies and resources hard at work fighting heart disease, a new hospital is becoming known as a leader on the Denton County landscape with a mission to provide safe, quality, compassionate heart and vascular care to people from all walks of life – The Heart Hospital Baylor Denton (THHBD). Having opened its doors on May 31, 2013, it is modeled after The Heart Hospital Baylor Plano (THHBP), Joint ownership with physicians, which originally culminated through the vision of two interventional cardiologists focused on creating a unique care model in the challenging battle against heart and vascular disease.

The Heart Hospital Baylor Denton is the first and only freestanding, full-service hospital in Denton County dedicated solely to heart and vascular care. The hospital was inspired and created by The Heart Hospital Baylor Plano, incorporating the same proven practices that brought national recognition for medical excellence and five-star service to the Plano location.

Using data from the most recent Denton County Needs Assessment and considering our community service area that includes Denton County, north of Grapevine Lake, east Wise County, and south Cooke County, The Heart Hospital Baylor Denton has focused its community service efforts on cardiovascular disease. The hospital provides screenings to the public at health events on- and off-campus. The Heart Hospital is also proud to coordinate charitable projects to support families, such as the Angel Tree and Toys for Tots.

The Heart Hospital Baylor Denton has chosen to deliver and measure our community benefit efforts in the broader communities of the North Texas region that can benefit from cardiovascular health education and screenings.

I encourage you to give me feedback for this report. Please address comments to me, in care of Jennifer Coleman, Senior Vice President, Public Affairs, Baylor Scott & White Health, 3500 Gaston Avenue, Dallas, Texas 75246.

Sincerely,

Mark A. Valentine
President
The Heart Hospital Baylor Denton
The Heart Hospital Baylor Plano

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I. Effective Dates of the Report

The annual report of community benefits provided is for the fiscal year ended June 30, 2016 (Fiscal Year 2016).

II. Hospital Description

The Heart Hospital Baylor Denton, an affiliate of Baylor Scott & White Health (BSWH), is a leading community and safety-net hospital in its service area. Established in May 2013, The Heart Hospital Baylor Denton is the first and only freestanding, full-service hospital in Denton County dedicated solely to heart and vascular care. The 22 bed hospital has a medical staff of 346 physicians, with 133 being physician partners---comprised of cardiovascular physicians and surgeons including multiple specialties to support the health care needs of North Texas residents. Of the 22 private inpatient suites, nine are cardiac universal beds, allowing the guest to receive the current level of care needed in-suite, without the need for transfer to a different unit to receive different levels of care during recovery. The hospital includes a 12 bed ambulatory surgical unit and a 12 bed post anesthesia care unit, a 24-hour, five bed emergency department, two cardiac catheterization labs, one electrophysiology lab, one hybrid operating room, and two cardiovascular operating suites.

In addition to providing complete in-patient services, the hospital provides a full service imaging department that includes a 256-slice CT scanner, 1.5 Tesla MRI, along with 3-D and 2-D echocardiography. The hospital provides inpatient and outpatient care, including cardiovascular, diagnostic, interventional and surgical services. The Center for Advanced Cardiovascular Care™ is an outpatient department of the hospital and includes the Comprehensive Wound & Vascular Center. The center contains two mono place hyperbaric oxygen chambers (HBO) and a staff of highly trained specialists including a board certified hyperbaric physician and podiatrist designated by the American Board of Wound Management (ABWM) as a Certified Wound Specialist® (CWSP®). These physicians collaborate with vascular and interventional physicians to provide comprehensive care. Specialized heart and vascular services include:

- Cardiothoracic surgical services
- Electrophysiology services
- Peripheral vascular services
- Vascular services
- Non-invasive cardiac testing

In fiscal year 2016, The Heart Hospital Baylor Denton (THHBD) was recognized for the following accolades, to name a few:

- THHBD received recognition from **Becker's Hospital Review** for being one of the top 65 hospitals in the country whose physicians always communicate well with their patients.
- THHBD earned a rating of 5-Stars for "**Patients' Experiences**" – the highest score possible, through The Centers for Medicare & Medicaid Services' (CMS) Hospital Compare, based on data from the HCAHPS survey. Ratings are based on the (HCAHPS) "survey of patients' experiences star ratings," reported quarterly, for the period 7.1.14 through 6.30.15.
- THHBD was recognized as one of the nation's "Top 55 hospitals patients would definitely recommend" by **Becker's Hospital Review**. A rating of 93 percent was earned compared to the national average of 71 percent.
- THHBD ranked in the top five percent of all Press Ganey® clients and received a major patient satisfaction award in December 2015, "Guardian of ExcellenceSM", for Patient Experience, based on inpatient satisfaction scores over a year's period.
- THHBD achieved the highest HCAHPS scores throughout BSWH and remained at the top of the BSWH system for its "Patient Satisfaction" scores, as reported through the HCAHPS survey.
- Performed first minimally invasive mitral valve surgery through a port in February 2016.

The Hospital uses its revenue after expenses to improve the health of Denton and surrounding communities through patient care, education, research, and community service. In the fiscal year ending June 30, 2016, the Hospital had 454 total adult admits resulting in a total of 1,818 days of care; and there were 803 emergency department visits.

As part of the Hospital's commitment to the community, the Hospital provides financial assistance in the form of charity care to patients who are indigent and satisfy certain requirements. Additionally, the Hospital is committed to treating patients who are eligible for means tested government programs such as Medicaid and other government sponsored programs including Medicare, which is provided regardless of the reimbursement shortfall, and thereby relieves the state and federal government of the burden of paying the full cost of care for these patients. Often, patients are unaware of the federal, state and local programs open to them for financial assistance, or they are unable to access them due to the cumbersome enrollment process required to receive these benefits. The Hospital offers assistance in enrollment to these government programs or extends financial assistance in the form of charity care through the Hospital's Financial Assistance Policy which can be located on the Hospital's website at BaylorHealth.com/Financial Assistance. In addition to the Hospital's Financial Assistance Policy, as part of a large faith based integrated health care delivery System the areas of medical education, research, subsidized services and community health education and screenings are initiatives that take place across the System, and also comprise a significant portion of the Hospital's community benefit program.

III. Hospital Mission Statement

Baylor Scott & White Health exists to serve all people by providing personalized health and wellness through exemplary care, education and research as a Christian ministry of healing.

“Personalized health” refers to a commitment to develop innovative therapies and procedures focusing on predictive, preventive and personalized care. For example, data from the electronic health record to helps predict the possibility of disease in a person or a population. And with that knowledge, measures are put into place to either prevent the disease altogether or significantly decrease its impact on the patient or the population. Care is tailored to meet the individual medical, spiritual and emotional needs of patients.

“Wellness” refers to our ongoing effort to educate the people we serve, helping them get healthy and stay healthy.

“Christian ministry” reflects the heritage of Baylor Health Care’s founders and Drs. Scott and White, who showed their dedication to the spirit of servanthood — to equally serve people of all faiths and those of none.

IV. Description of Community Served

The System is committed to serving a vast array of neighborhoods comprising its service area and recognizes the importance of preserving a local community focus to effectively meet community needs.

Located in Denton County, the Hospital serves the East Region of Baylor Scott & White Health (North Texas) in the areas north of Grapevine Lake, east Wise County and southern Cooke County. Its service area includes ZIP codes from Denton, Gainesville, Sanger, Argyle, Krum, Justin, Decatur, Valley View, Ponder and Muenster, Tioga, Bridgeport and Alvord.

Based on population alone, Texas is the second largest state in the nation with more than 25 million people. From 2000 to 2010, Texas experienced a 20 percent growth in population, as compared to only 9.7 percent increase nationally. Originally, the North Texas Region was defined to include Collin, Dallas, Denton, Ellis, Fannin, Grayson, Kaufman, Navarro, and Rockwall counties.

The broader demographics were considered to be representative of the narrower final boundaries and there is considerable in-migration from the original counties to Dallas County for health care services. The service area comprises:

- An urban/suburban geographic area
- Service Area Population: 592,157
- Service Area Ethnicity: White Non-Hispanic = 58.8 percent; Black Non-Hispanic = 8.2 percent; Hispanic = 22.2 percent; Asian and Pacific Islanders Non-Hispanic = 8.0 percent; All Others = 2.7 percent.
- Service Area Household Average Income = \$90,884

- Service Area living below the Federal Poverty Level (FPL): 4.3 percent (compared to 9.7 percent living below the FPL in the Dallas/Fort Worth Metroplex, and 9.4 percent living below the FPL in the United States).
- Number of other hospitals serving the community: 8 hospitals other than The Heart Hospital Baylor Denton.
- Medically Underserved: The Heart Hospital Baylor Denton service area does not contain any medically underserved areas or populations.
- Service Area Education: Less than High School = 4.7 percent; Some High School = 5.2 percent; High School Diploma = 17.9 percent; Some College/Associates Degree = 31.1 percent; Bachelor's Degree or Greater = 41.0 percent
- Service Area male population = 296,944; Service Area female population = 295,213
- Service Area Age: 0-14=23.6 percent; 15-17=4.2 percent; 18-24=7.7 percent; 25-34=17.0 percent; 35-54=31.7 percent; 55-64 = 9.4 percent; 65+=6.4 percent
- Service Area Payer Mix: Managed Care=47.9 percent; Medicaid=11.3 percent; Medicare=30.3 percent; Self-Pay/Charity=10.2 percent; other=0.4 percent

V. Identified Community Health Needs

During the fiscal year ending June 30, 2013, the Hospital conducted a Community Health Needs Assessment (CHNA) to assess the health care needs of the community. The CHNA took into account input from persons who represent the broad interest of the community served by the Hospital, including those with special knowledge of or expertise in public health. The CHNA has been made widely available to the public and is located on the website at the following address, BaylorHealth.com/Community. A summary of the CHNA is outlined below including the list of the needs identified in the assessment.

Creating healthy communities requires a high level of mutual understanding and collaboration with community individuals and partner groups. The development of this assessment brings together information from community health leaders and providers along with local residents for the purposes of researching, prioritizing and documenting the community health needs for the geographies served by the Hospital. This health assessment will serve as the foundation for community health improvement efforts for next three years.

The FY 2013 CHNA brings together a variety of health status information. This assessment consolidates information from the recent community health needs assessment conducted for the Texas' Regional Healthcare Partnership Region 9 (Region 9 RHP), the Dallas County Community Health Needs Assessment and the Consumer Health Report conducted by the National Research Corporation (NRC) for the Hospital, each of which takes into account input from persons who represent the broad interest of the community including those with special knowledge of or expertise in public health.

The identified community health needs as outlined below were reviewed and prioritized with input from the BS&WH Senior Leadership, the BS&WH Mission and Community Benefit Committee and approved by the BS&WH Board of Trustees. The methodology for prioritization can be found in the CHNA executive summary. Although each identified need is prioritized as high, medium or low, the Hospital will address all identified needs in the Plan.

The importance and benefits of compiling information from other recognized assessments are as follows: 1) Increases knowledge of community health needs and resources, 2) Creates a common understanding of the priorities of the community's health needs, 3) Enhances relationships and mutual understanding between and among stakeholders, 4) Provides a basis upon which community stakeholders can make decisions about how they can contribute to improving the health of the community, 5) Provides rationale for current and potential funders to support efforts to improve the health of the community, 6) Creates opportunities for collaboration in delivery of services to the community and 7) Provides guidance to the hospital on how it can align its services and community benefit programs to best meet needs.

In developing a plan to address all identified community health needs, the Hospital and the System found that aggregating the needs allows for significant, crosscutting initiatives. Therefore, this community health implementation plan organizes the needs as follows:

Identified Health Needs:

- A. Access to Care for Low Income/Underserved
- B. Multiple Chronic Conditions
- C. Preventive Health Screenings
- D. Behavioral Health
- E. Patient Safety and Hospital Acquired Conditions
- F. Emergency and Urgent Care
- G. Health Infrastructure

VI. Programs Addressing Identified Community Health Needs

Program Title: **Health Support Services**

Description: The Heart Hospital Baylor Denton utilized ECI contract services in FY 2016 to support and assist those individuals who do not have insurance and need government means tested programs like Medicare, Medicaid and SChips. Provide access and application to government programs, such as Medicaid, and to BSWH financial assistance programs to patients of many languages. Provide assistance with application to the Crime Victim's Compensation Fund of Texas. Provide information and assistance with application to the Texas Rehabilitation Assistance Program. Provide information to those Texans who may qualify for the Federal immigrant Funding Program.

Needs Addressed Under This Program:

- Access to Care for Low Income/Underserved

Program Title: **Community Benefit Operations**

Description: Community benefit operations include costs associated with assigned staff and community health needs and/or assets assessment, as well as other costs associated with community benefit strategy and operations. The staff may include non-clinical employees of the hospital (i.e. marketing, finance, project managers, etc.) as well as clinical staff such as RNs, patient care technicians, lab, research, cardiac rehabilitation, nutrition and other departments. Items tracked include the number of hours committees, teams or departments will spend planning the event(s) as well as execution of the event(s).

Number Served: 2,636

Needs Addressed Under This Program:

- Multiple Chronic Conditions
- Preventive Health Screenings

Program Title: Community Health Education

Description: The Heart Hospital Baylor Denton participates in several major health fairs targeted at underserved communities. These events are offered annually to the community free of charge, and are coordinated through a collaborative effort. Representatives of the hospital participate on the planning committees and numerous employees volunteer at the events, providing screenings and educational information at each event. The hospital purchases the screening supplies for these events. The hospital provides opportunities for the physicians on the medical staff to speak on cardiovascular disease symptoms and treatments of disease, prevention methods and wellness on local news stations.

Persons Served: 950

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Program Title: Donations – Financial

Description: The Heart Hospital Baylor Denton provides in-kind cash donations to various charities, sports sponsorships/venues, not-for-profit organizations, and other local charities, such as Living for Zachary, Frisco RoughRiders, Texas Legends, American Heart Association, and others. The following are recipients of financial donations for the fiscal year ending on June 30, 2016.

- Denton Community Health Clinic - Mission Statement: To provide affordable, comprehensive, quality care to all, regardless of ability to pay. What we believe: Everyone deserves to get healthcare services from a compassionate team that will work with each individual family to help with their healthcare needs.
- Faith In Action Initiatives - A BS&WH initiative, driven through the Chaplaincy and returns equipment and supplies for community needs all over the world, as well as locally.
- American Heart Association - The American Heart Association's goal is to improve the cardiovascular health of all Americans by 20 percent and to reduce deaths from cardiovascular diseases and stroke by 20% by the year 2020.
- Journey to Dream - The Journey to Dream organization focuses on tackling the often hidden crisis of youth homelessness through school assemblies, student support groups, and community outreach.
- City of Denton Fire Department – The department was founded in 1874 as an all-volunteer force. Today they are staffed by 169 professionals. The department is responsible for fire suppression, fire prevention, fire prevention education, emergency medical services, and disaster preparedness.

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Program Title: For Women For Life

Description: This annual complimentary health event provides community health services of full lipid panel, blood pressure screens, physician presentations and other information for the greater community of women. The goal is to provide access to quality health care information,

prevention, diagnosis and treatment to individuals who lack a primary care physician to raise awareness of heart disease among the general public.

Persons Served: 30

Needs Addressed Under This Program:

- Preventive Health Screenings
- Multiple Chronic Conditions

Program Title: **Health Screenings – Blood Pressure**

Description: The Heart Hospital Baylor Denton participates in providing screenings for blood pressure. It is one of the most important tests to detect the dangerous condition of high blood pressure which usually has no symptoms. High blood pressure greatly increases the risk of heart disease and stroke. If blood pressure is below 120/80 mm Hg, it should be checked at least once every two years, starting at age 20. If blood pressure is higher, a doctor may want to check it more often. High blood pressure can be controlled through lifestyle changes or medication. After age 65, women have a higher risk of high blood pressure than men, and African-American adults of all ages have a higher-than-average risk.

Persons Served: 1,520

Needs Addressed Under This Program:

- Preventive Health Screenings
- Multiple Chronic Conditions

Program Title: **Health Screenings – Cardiovascular Disease**

Description: The Heart Hospital Baylor Denton provides health screenings in the community in an effort to prevent disease and alert individuals to health risks at an earlier stage. The hospital offers public service announcements in both English and Spanish languages, regarding the availability of preventive health screenings, and maintains an online calendar of community events at TheHeartHospitalBaylor.com/Denton. The hospital holds preventive health screenings open to the community at locations across Denton County. The hospital provides preventive health education, such as stroke/heart disease screening profiles, to patients and the public to change health behaviors and reduce preventable hospital admissions or readmissions.

Persons Served: 43

Needs Addressed Under This Program:

- Preventive Health Screenings
- Multiple Chronic Conditions

Program Title: **Heart Health Education Series**

Description: The Heart Hospital Baylor Denton provides a four series seminar on topics related to heart health and treatment. Physicians who specialize in cardiology, present topics related to the heart, disease processes, treatments and how to maximize heart health. The seminars are held at the hospital on Monday evenings from 6:00 p.m. to 7:00 p.m.

Persons Served: 96

Needs Addressed Under This Program:

- Multiple Chronic Conditions

Program Title: **It's A Guy Thing**

Description: This is an annual event that provides preventive community health services to include a free, full lipid panel along with physician presentations and other information for the greater community of men. The hospital advertises the event approximately one month prior to the event via mailers, newspapers, and the website.

Persons Served: 40

Needs Addressed Under This Program:

- Preventive Health Screenings
- Multiple Chronic Conditions

VII. Charity Care and Government-Sponsored Indigent Health Care Provided

For Fiscal Year 2016, The Heart Hospital Baylor Denton provided \$1,324,026 in unreimbursed costs of charity care and government-sponsored indigent health care.

VIII. Government-Sponsored Health Care Provided

For Fiscal Year 2016, The Heart Hospital Baylor Denton provided \$7,971,756 in unreimbursed costs of government-sponsored health care.

IX. Other Types of Community Benefits Provided \$159,514.00

The Heart Hospital Baylor Denton is committed to improving the quality of life for the many citizens living and working in its area. The Heart Hospital Baylor Denton was pleased to allocate funds to the following community benefit activities.

A. Community Health and Wellness Improvement Services	\$47, 736.00
B. Community Benefit Operations	\$61,100.00
C. Financial Donations	\$31,000.00
D. Health Care Support Services	\$840.00
E. Health Screenings	\$18,838.00

X. Report of Community Benefit Provided During Fiscal Year 2016

In a commitment to fulfill its mission, The Heart Hospital Baylor Denton’s benefit to the community, conservatively estimated, was \$9,455,296.00 for Fiscal Year 2016. The Heart Hospital Baylor Denton is filing its Annual Statement of Community Benefits Standard (Statement) as a consolidated system with the other affiliated hospitals of BSWH excluding those that qualify as Medicaid disproportionate share hospitals).

Through community benefit activities, BSWH-affiliated hospitals provided: quality patient care and subsidized services otherwise not available in the community; medical education, training for medical technicians, hospital chaplains, nurses, and future physicians; and

medical research that will speed the time between scientific finding and its application to improving medical care.

Any comments or suggestions in regard to the community benefit activities are greatly welcomed and may be addressed to Jennifer Coleman, Senior Vice President, Consumer Affairs, Baylor Scott and White Health, 3600 Gaston Avenue, Suite 150, Dallas, Texas 75246.